



# **Troubleshooting Guide for custom payment plugins v2022.4**

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## 1. Before to start

In this documentation we will try to help you to understand why your plugin does not works normally after installation.

This documentation is generic for all custom payment plugins.

Please **read it carefully before to contact AF Software.** Probably you will find the way to fix your issue.



## 2. Need to contact AF Software by email because your plugin does not work !

If you need to contact AF Software by email because your plugin does not work fine, please follows the next steps:

Please can you provide a **maximum** of information when you have some errors.

- **Complete explanation** of how to generate your error
- **Screen** captures
- Files if necessary and/or your afs\_config.php

Try to be very accurate to give us the maximum of detailed information.

**Do not send** an email with just: "The plugin does not works". It is not constructive and not the best to solve an issue fast.



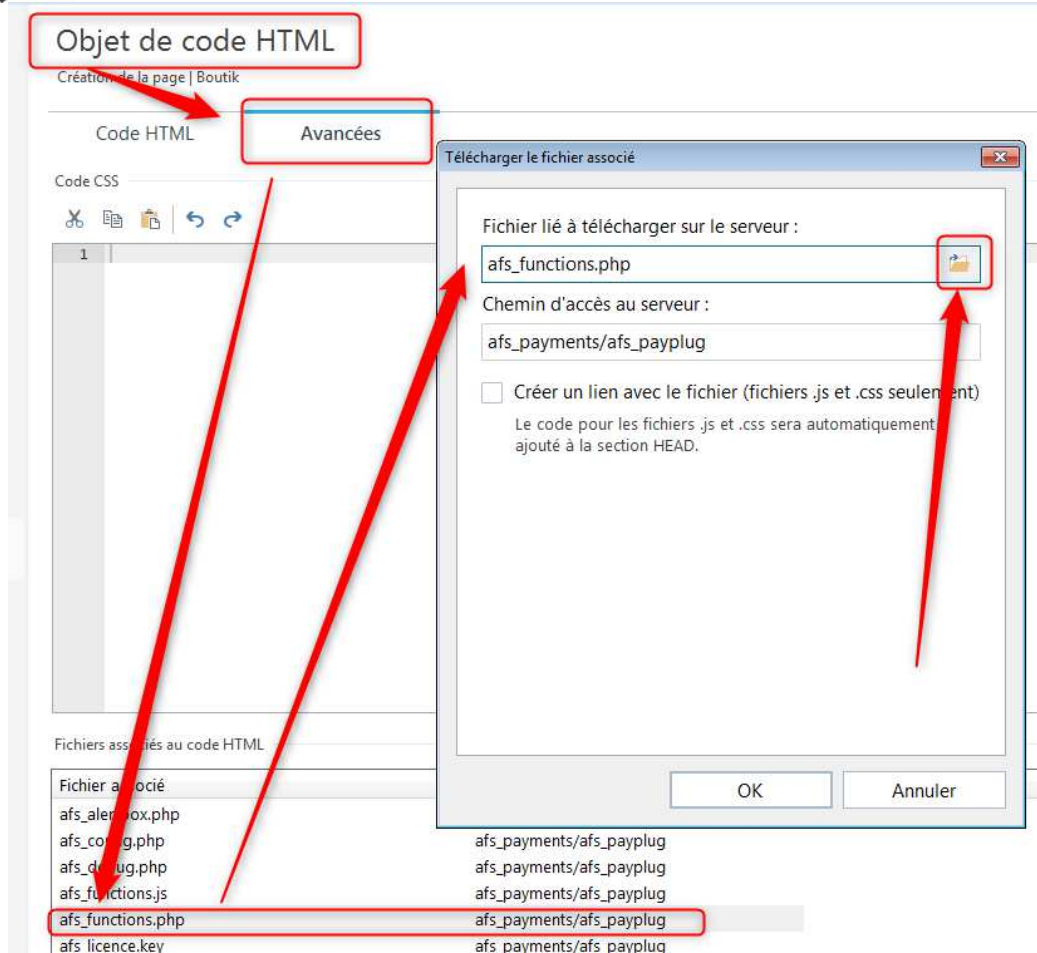
### 3. Message afs\_functions.php corrupted or not present

You receive the message on the screen.

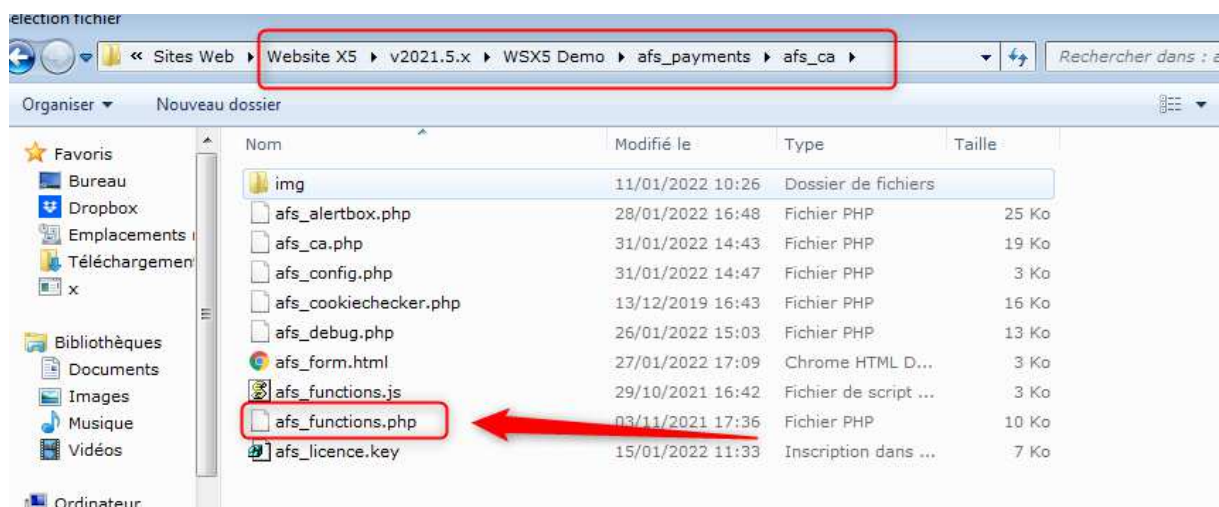


This is displayed for 2 reasons. The file is not present on your web server or the file is corrupted.

Please check into your HTML object if the file is into the list for the export. If yes, please try to force this file **to be exported again** during the next export. For that you need to click on the file into the list in your HTML object, and click on the folder icon to go to the directory where the file is present into your project.

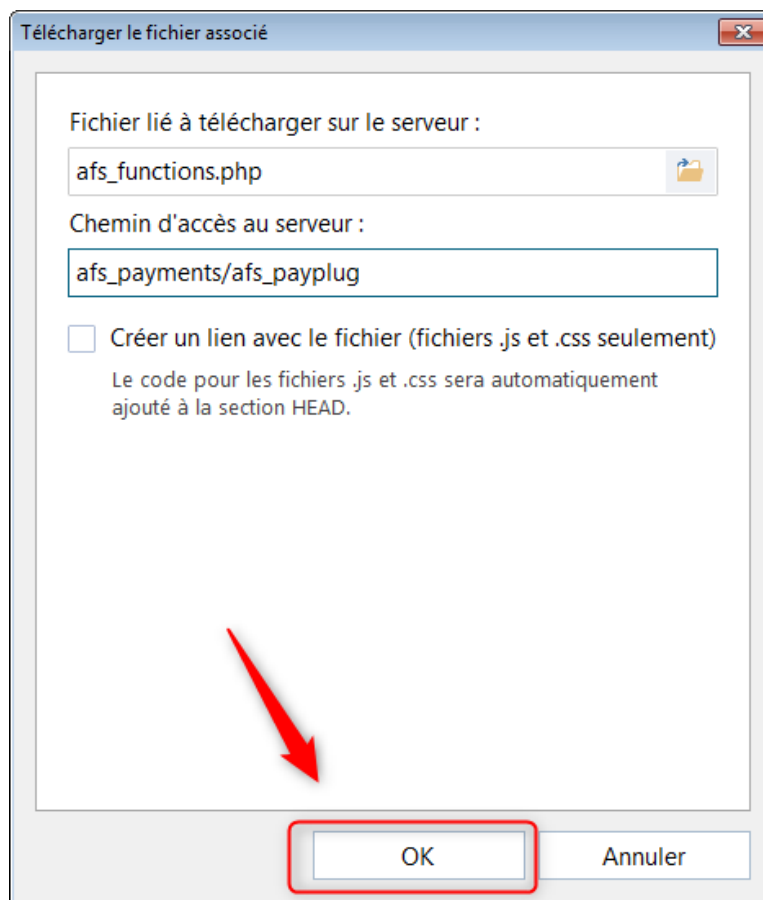


When the windows is opened, **choose your file** to load it again





And click on OK to add it again into your list. Like this the file will be exported again during the next export.



If the message is already the same after another export, please check the chapter "**Plugin does not works after my project export**" later on how



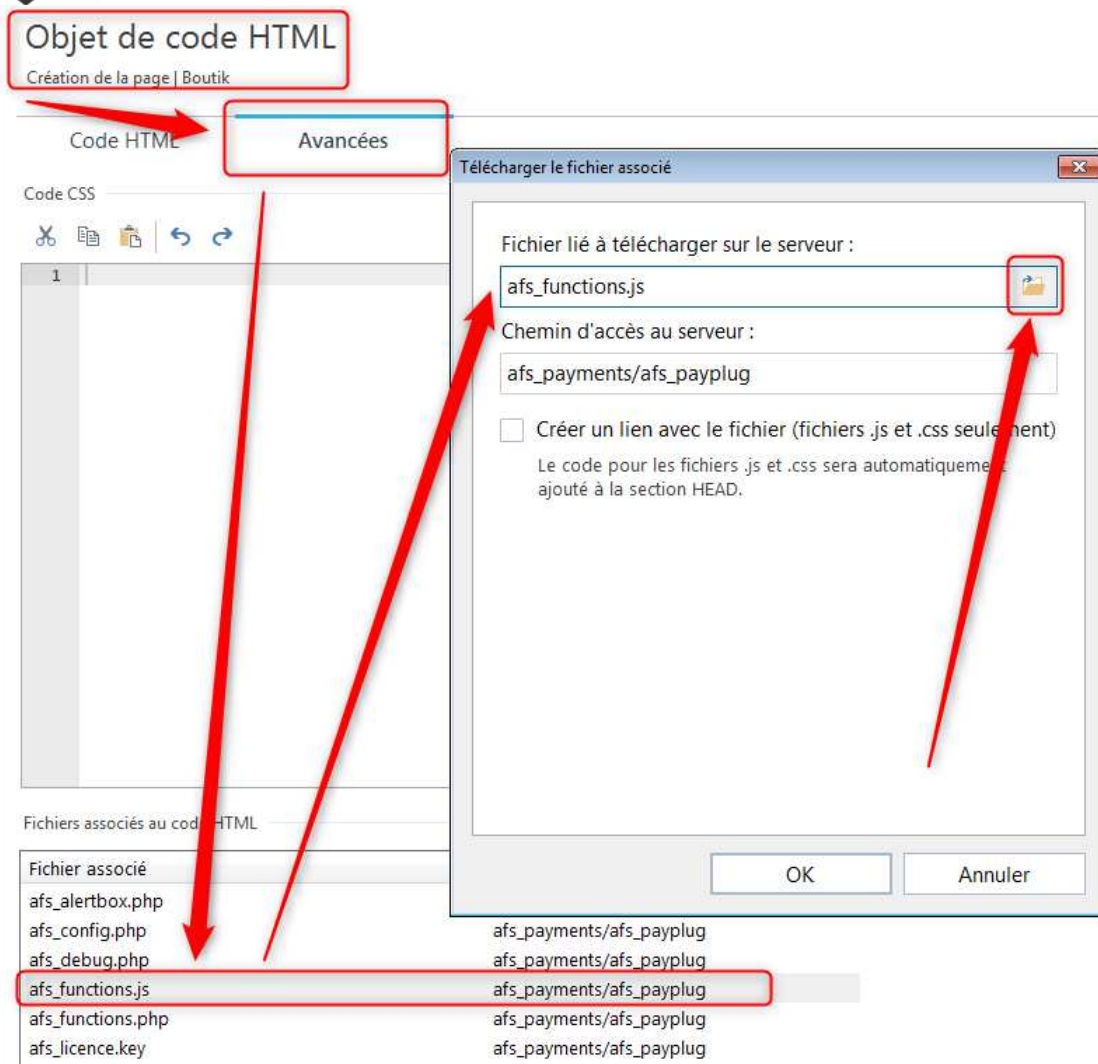
#### 4. Message afs\_functions.js corrupted or not present

You receive the message on the screen.



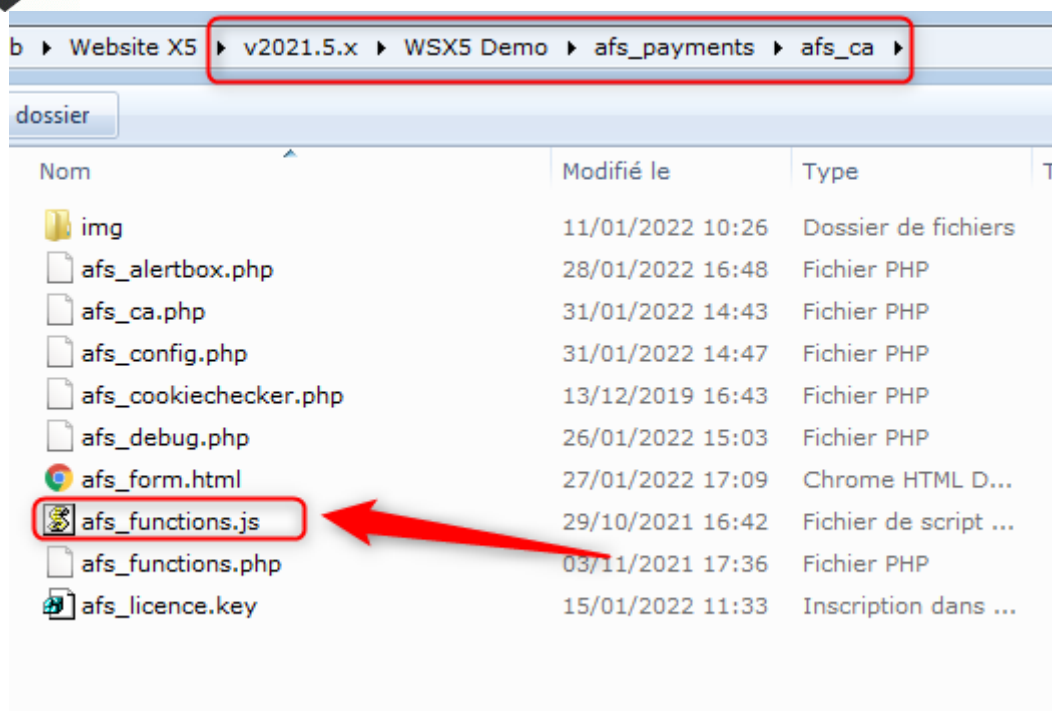
This is displayed for 2 reasons. The file is not present on your web server or the file is corrupted.

Please check into your HTML object if the file is into the list for the export. If yes, please try to force this file **to be exported again** during the next export. For that you need to click on the file into the list in your HTML object, and click on the folder icone to go to the directory where the file is present into your project.

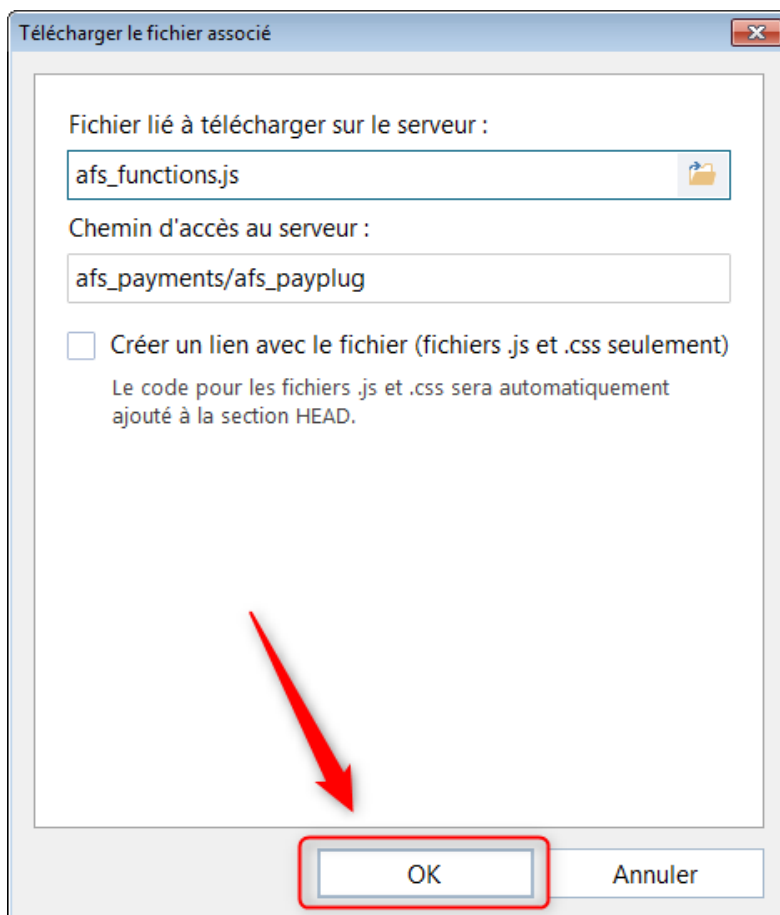


When the windows is opened, **choose your file** to load it again





And click on OK to add it again into your list. Like this the file will be exported again during the next export.

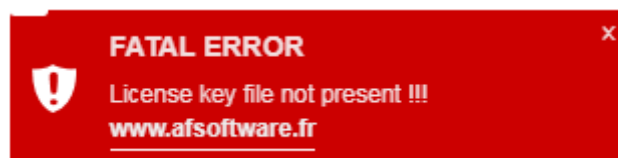




If the message is already the same after another export, please check the chapter " **Plugin does not works after my project export**" later on how

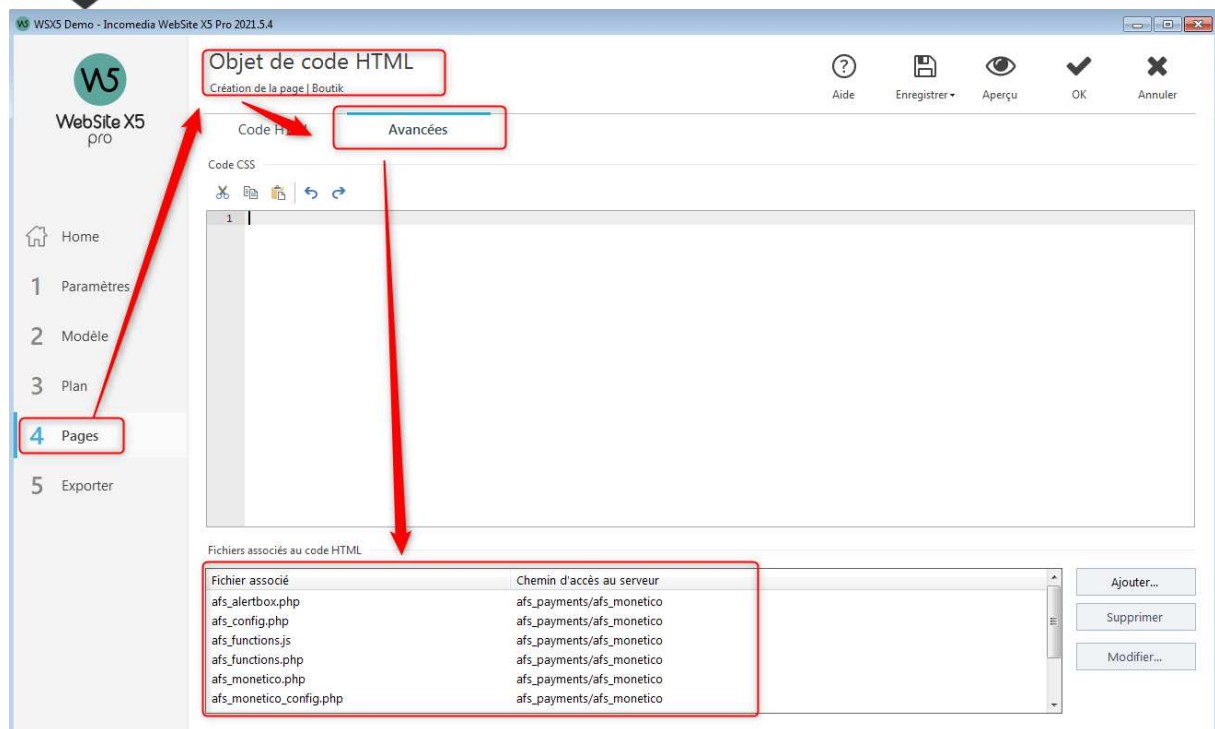
## 5. Message License key file not present

You receive the message on the screen.



You can receive this message for two main reasons.

- You have missed to add the **afs\_licence.key** file into your file list into the HTML object like below



- Your file extension is not the good one, like the example below into your HTML object



Télécharger le fichier associé

Fichier lié à télécharger sur le serveur :

afs\_licence.key.zip

Chemin d'accès au serveur :

afs\_payments/afs\_payzen

☐ Créer un lien avec le fichier (fichiers .js et .css seulement)

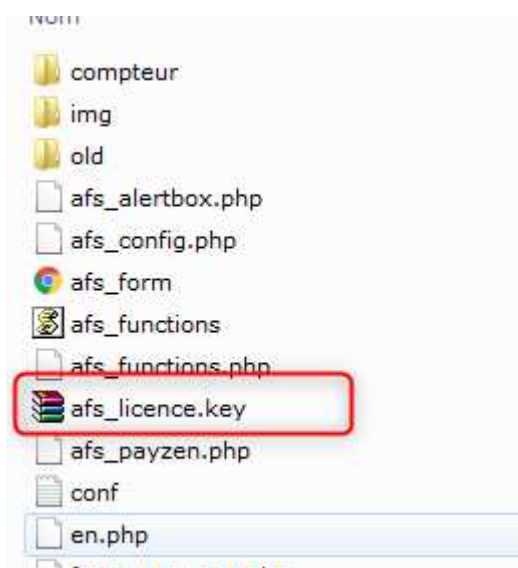
Le code pour les fichiers .js et .css sera automatiquement ajouté à la section HEAD.

OK Annuler

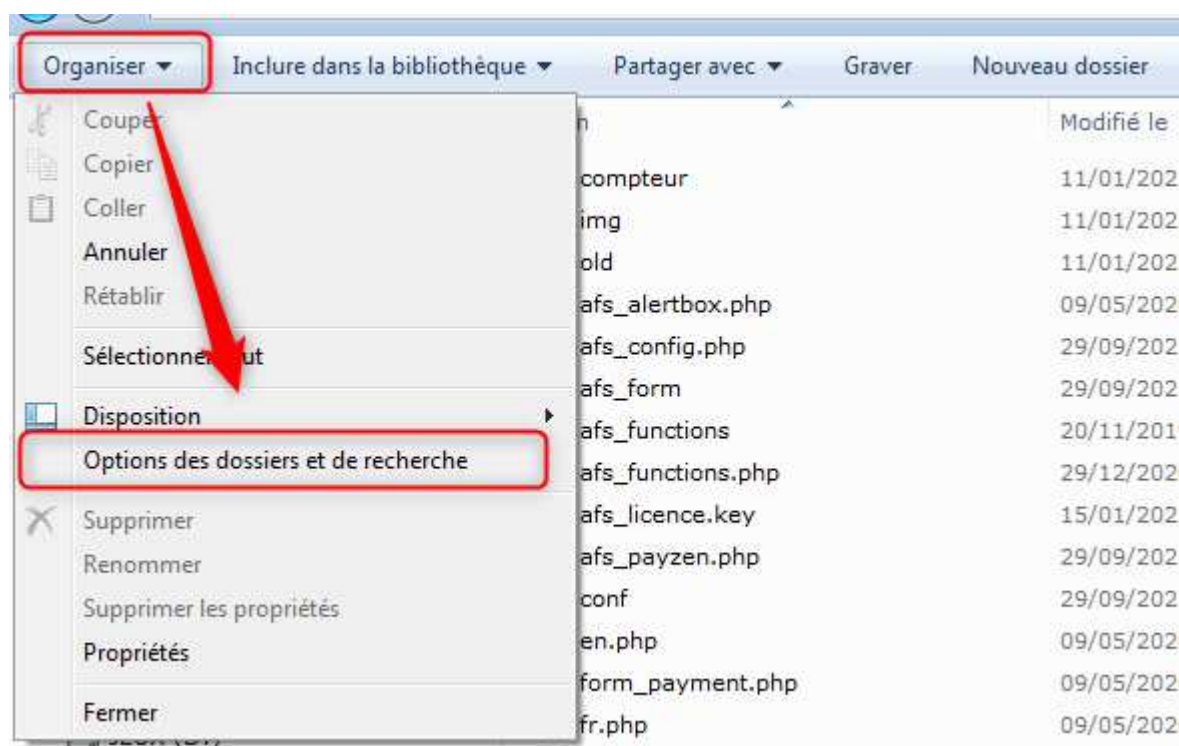
Here the extension file should be .key and not .zip

Take care because a setting into **Window can hide extension files.**

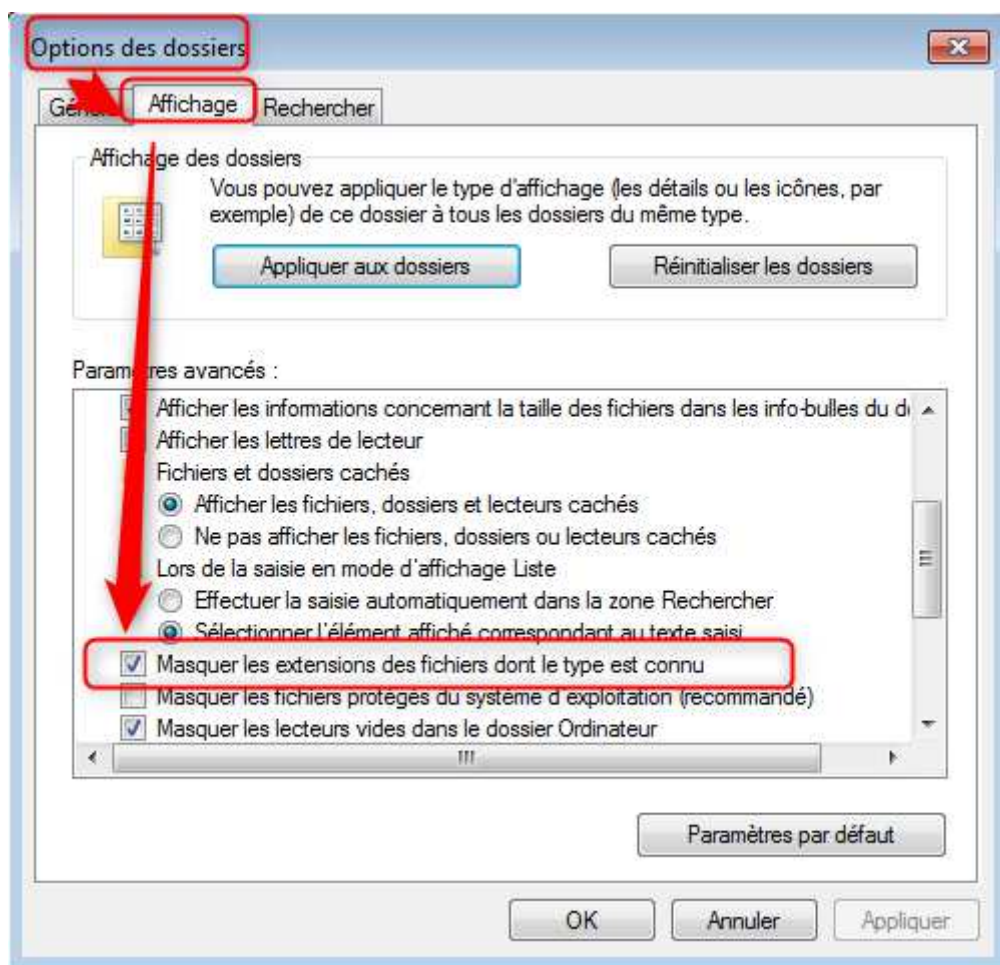
Here by example the afs\_licence.key is flagged like zipped file but .zip extension is not displayed (and existing)



Check the Windows settings for the folder. Into Windows 7 it is this setting



And here this option



By uncheck this option, the file extension is displayed correctly, to check if your file is well.



compteur	11/01/2022 10:26
img	11/01/2022 10:26
old	11/01/2022 10:26
afs_alertbox.php	09/05/2020 18:15
afs_config.php	29/09/2021 17:55
afs_form.html	29/09/2021 17:55
afs_functions.js	20/11/2019 16:54
afs_functions.php	29/12/2020 18:16
afs_licence.key.zip	15/01/2022 11:33
afs_payzen.php	29/09/2021 17:51
conf.txt	29/09/2021 17:55
en.php	09/05/2020 18:15
form_payment.php	09/05/2020 18:15
fr.php	09/05/2020 18:15
function.php	09/05/2020 18:51
return.php	09/05/2020 18:15



## 6. Why a file could be corrupted ?

Many reasons to have a corrupted file.

- **A hidden error has been done during the download.**

So we suggest to download again the package from our website.

- **A CRC error has been displayed during the unzipping of the file. By clicking on OK the unzip has been done until the end.**

We suggest to try again an unzip of the package. If you get again an error try to download again the package from our website, and re-start the operation.

- **An error is generating during the WSX5 export to the website.**

We suggest to read the next chapter on this common problem during export.





## 7. Plugin does not works after my project export

The most common issue is that you plugin does not works after your WSX5 project export.

During a **FTP transfer**, there is 3 different modes to transfer some files. It is a standard into FTP. These modes are:

- ASCII
- Binary
- Auto

Into **ASCII** mode the **file** is generally **modified** on fly to change the format of the carriage return into the file, depending of the OS of the destination server. This modification is generally done on files into text format (PHP, JS, HTML, CSS ..etc..)

into **Binary** mode the file is transferred to the server with **no modification** and the file is exactly the same from the origin to the destination.

In **Auto** mode, normally the FTP client choose the good mode for the good file. ASCII mode for text files (PHP, JS, CS ...) and Binary mode for binary files like JPG, MP4, PNG ...etc). But not for all FTP clients !!!!

Here 2 links about this FTP feature.

<https://knowledge.broadcom.com/external/article/28212/ftp-ascii-vs-binary-mode-what-it-means.html>

<http://www.finalclap.com/faq/149-ftp-transfert-binary-ascii-auto>

Ok, you have now understood how works the FTP transfer !

During a WSX5 export, some files of our plugins can be changed on fly and obviously the result is the previous error message displayed on your screen, because our plugins does not accept any changing into the files.

So probably WSX5 send the files to server either into ASCII mode or into AUTO mode.... (we have contacted Incomedia on this and we are waiting their reply).

If you try to export again with WSX5 a corrupted file to the server, the result will be probably the same. So WSX5 in this case cannot be the good solution if during a second export the error is always present.

WSX does not respect the obfuscation technology to protect coding for security reason. So if files are obfuscated, their FTP engine which detects an obfuscated file with PHP extension or JS extension will be transferred into ASCII or AUTO mode ... But in this case it should be transferred into Binary because the content is not into clear text.

Here a part of our exchange with Incomedia on this issue. Not ready to do something !!!!



Hello Stefano,

Not agree with you and dev team. The type of export can change the file size because the content is changed on fly between the client and the server.

Here some explanations.

<https://knowledge.broadcom.com/external/article/28212/ftp-ascii-vs-binary-mode-what-it-means.html>

So to be sure that the **file is not changed** in any case, the **binary** mode needs to be used.

And like the default FTP mode of WSX5 is probably AUTO, when a PHP file, obfuscated or not is detected by your FTP engine, it is detected like a clear text because the PHP extension is detected... And with obfuscated files the content is not into clear text but with PHP extension. Could be the same also for JS or HTML obfuscated files.

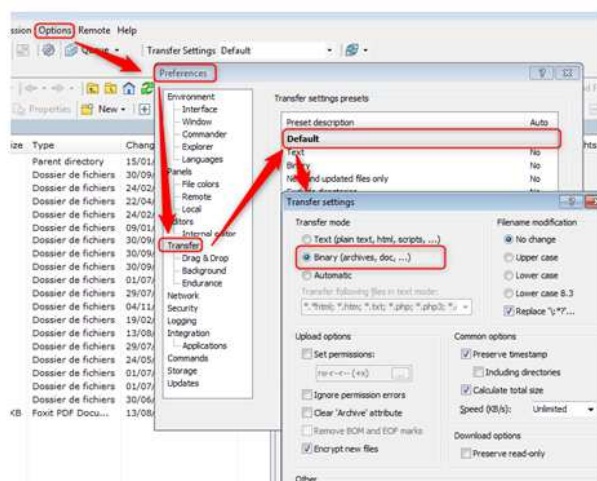
And it is not forbidden to use obfuscation software. So your FTP engine is not configurable to use this one.

So for the dev team put the FTP engine into binary should not be a problem and too complex. And it works in ANY CASE in this situation. Or to **provide a setting** should be the best **like any FTP software**.

Here with BlazeFTP you can choose the mode:



or WinSCP also:



Obfuscation is a new technology (not used by WSX5, but can be used by external coding, the proof is here) and your FTP engine needs to be adapted on these new techno.

Let me know !

Enjoy!

Axel

▲ VOIR MOINS ▲

Posté le 07-02-2022 16:48:20 de Axel



Stefano G.  
Incomedia

Hello Axel

Thank you for all of the information

However, I must report that as per the development team report, it is currently not possible for us due to how the software operates, to change this particular setting

It might be possible in the future to make this selectable by the user, but this is not something that will be changed right now since it is a very specific request which would suit exceptional situations just like this one without certainty of what this could mean for other user's and hosting spaces without proper testing

This has been marked for the future, but unfortunately, I do not believe any change in this system will be made in a short time. I'm sorry

I remain available here in case I can be of help with anything else

Stefano

Posté le 08-02-2022 16:51:02 de Stefano G.





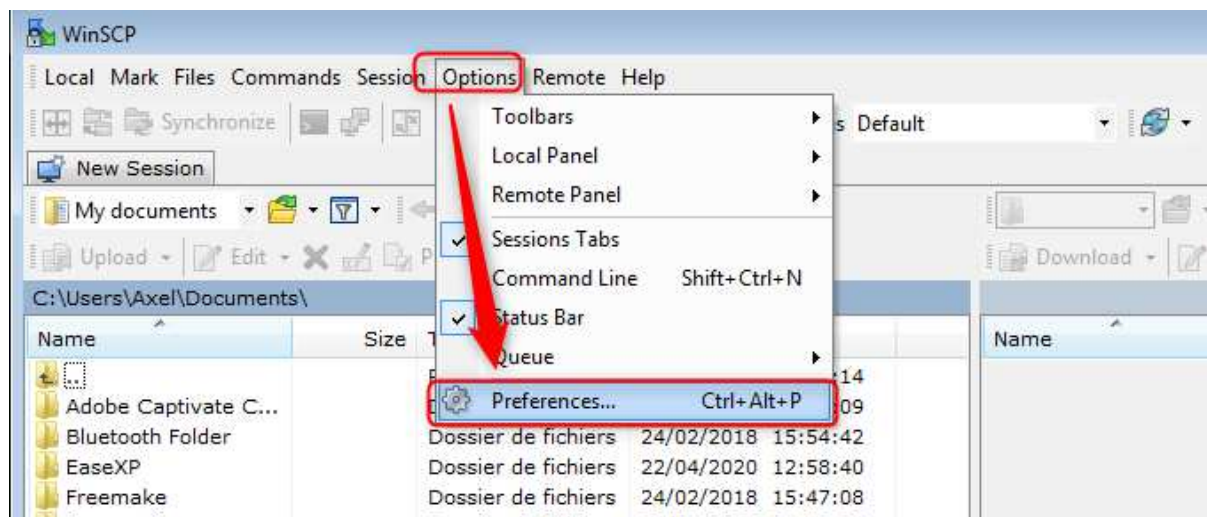
So the only solution is to use a true FTP client, and to force the binary mode during the transfer to send the corrupted file to the server.

We recommend the usage of the simple **WinSCP portable** edition to transfer your files to the server and to force the binary mode. Into **portable edition** there is **no needs to install** the software. The executable is running like that, so your system will not be changed.

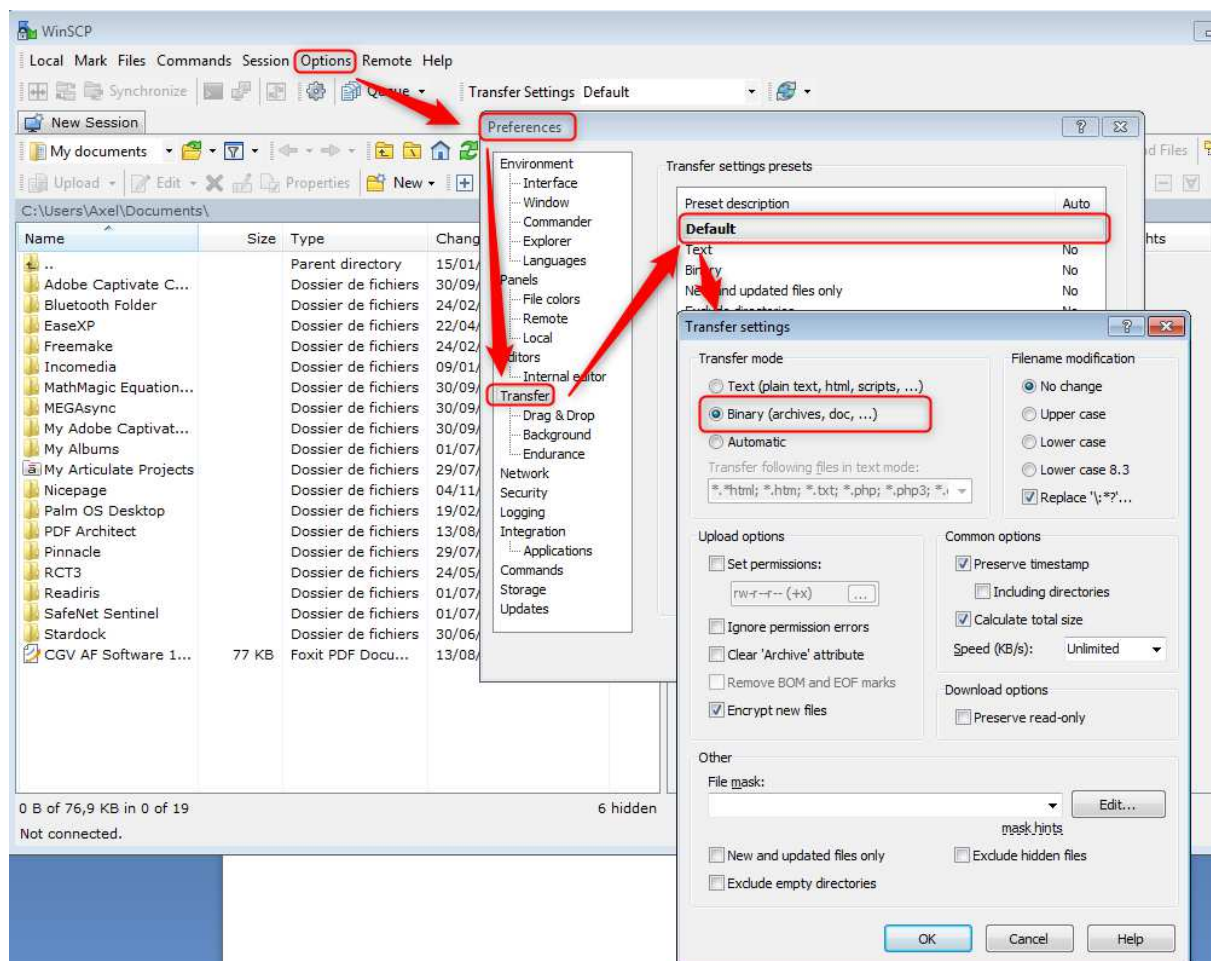
You can download WINSCP portable from Internet. We worked with the v5.19.5 of the software. You can also download the file from our website:

<https://afsoftware.fr/download/wsx5/paiements/WinSCP-5.19.5-Portable.zip>

When you have WinSCP portable displayed on your screen you can choose and check here the Binary mode.



And you can check if the binary mode is activated



After transferring your files to the server, normally error messages will disappear and the plugin will start correctly



## 8. Payment does not work and blank page after export

When you try to do a payment with your plugin you have a blank page and nothing more.

Generally this problem occurs when your plugin need to export a complementary directory of PHP Files (a library useful for the plugin). Some plugins have not external directories to transfer.

Please **check** into your documentation **if the package has a complementary directory** to use it during export.

So like to export a complementary directory / subdirectories is too complex with an HTML objet it is recommend to export yourself by hand this complementary directory to the web server.

Please read the chapter " **How to export file(s)/directory(ies) with other FTP Clients**" on how to.

Normally after exportation of the complementary directory the plugin and payment will work normally.

Often a blank page is also the result of an issue into the afs\_config.php file. Please check it to see if there is the good **double quotation marks** like " or **single quotation marks** like ' if used. Also check that if a parameter has no his value on 2 lines with a carriage return in the middle of the value

By example, this **line is correct**

```
$AFS_URL_Redirection = 'https://gate.gopay.cz/api';          /* URL to go to the bank */
```

By example, this **line is NOT correct**

```
$AFS_URL_Redirection = 'https://gate.gopay.cz/api  
';                  /* URL to go to the bank */
```



## 9. How to export file(s)/directory(ies) with other FTP Clients ?

Some plugin have **complementary directory(ies)** or file(s) to transfer on your web server with the plugin files.

But the method to send few files via an HTML object is doable. But if you need **to transfer a directory with many files** or many sub-directories, it could be difficult to configure the HTML object like explained previously to export them with the plugin files.

So it is necessary to transfer by hand the complementary files/directories via FTP protocol.

If you have a FTP client software installed on your computer so you know probably how to do.

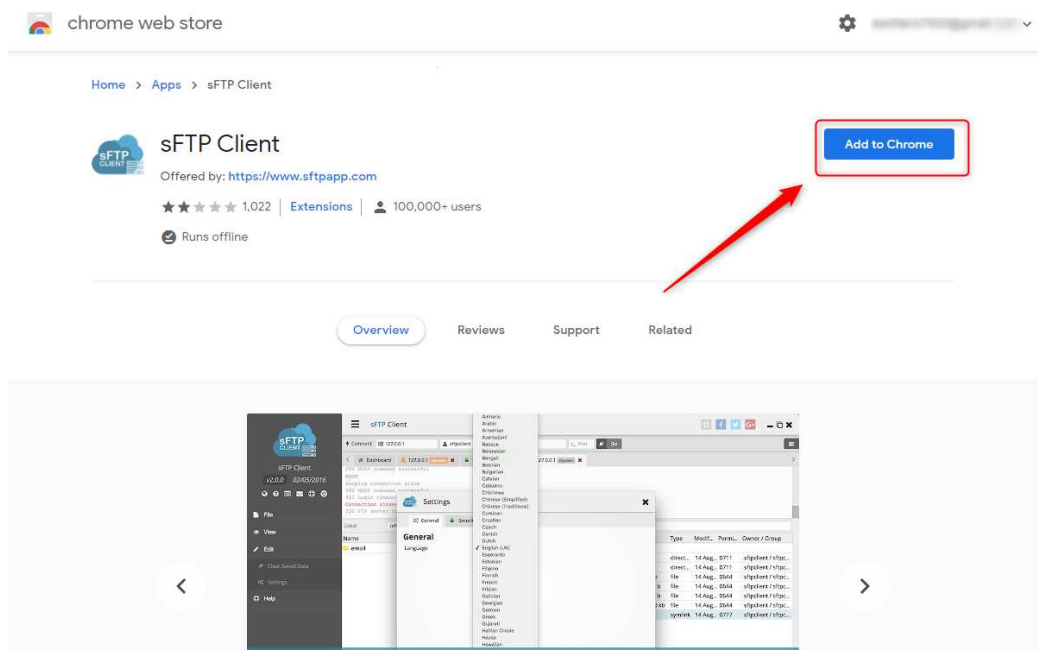
If you have no FTP client software on your computer, please follow the explanation below.

This **part is not supported by AF Software**. It is here just for information.

- **Transfer files/directories via FTP extension with Google Chrome browser**

At first you need to find the Google Chrome extension into your browser. So please go to the Chrome webstore via this link: <https://chrome.google.com/webstore/detail/sftp-client/jajcoljhdglkjpgefjkqiohbhnkkmipm?hl=en-GB>

And the webstore page is displayed with the sFTP page ready to install



Click on '**Add to Chrome**' button to install the extension.

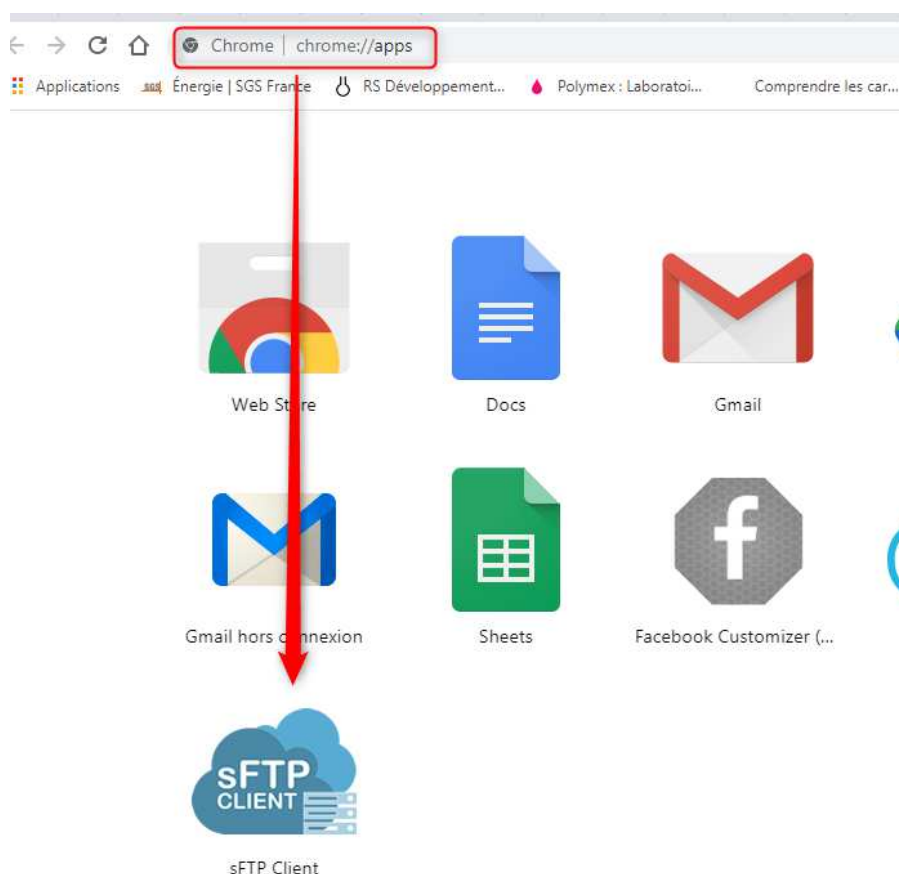




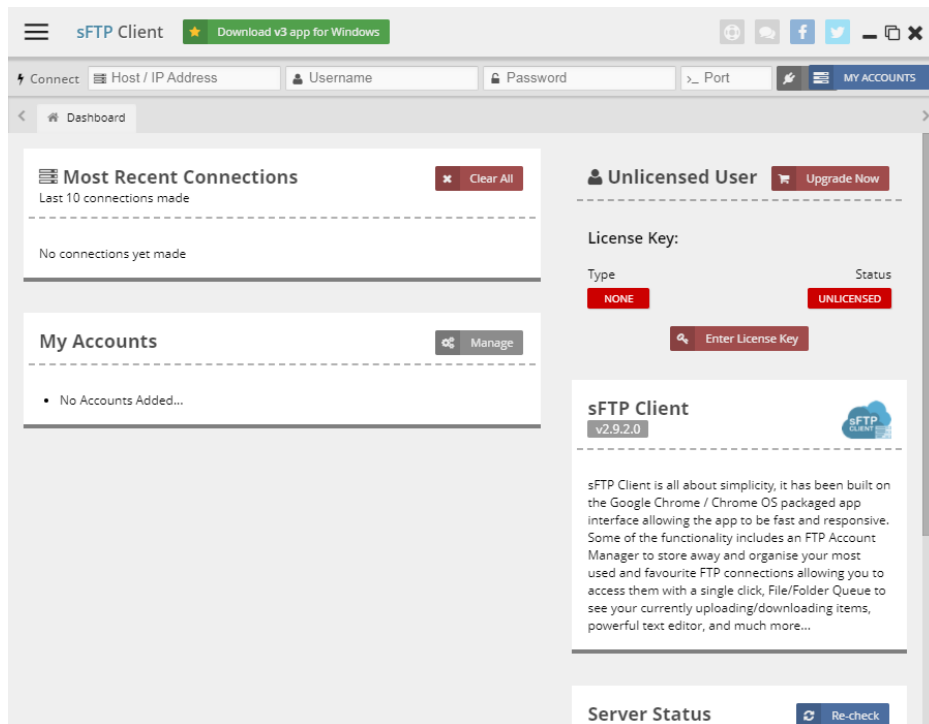
After installation you can have an access to the application via the link: <chrome://apps/> directly into the URL bar of Google Chrome or with the Google Chrome store again : <https://chrome.google.com/webstore/detail/sftp-client/jajcoljhdglkjpgefjkgoihbhnkkmipm?hl=en-GB>

**NOTA:** developer website of the sFTP Client is: <https://purpleio.uk/>

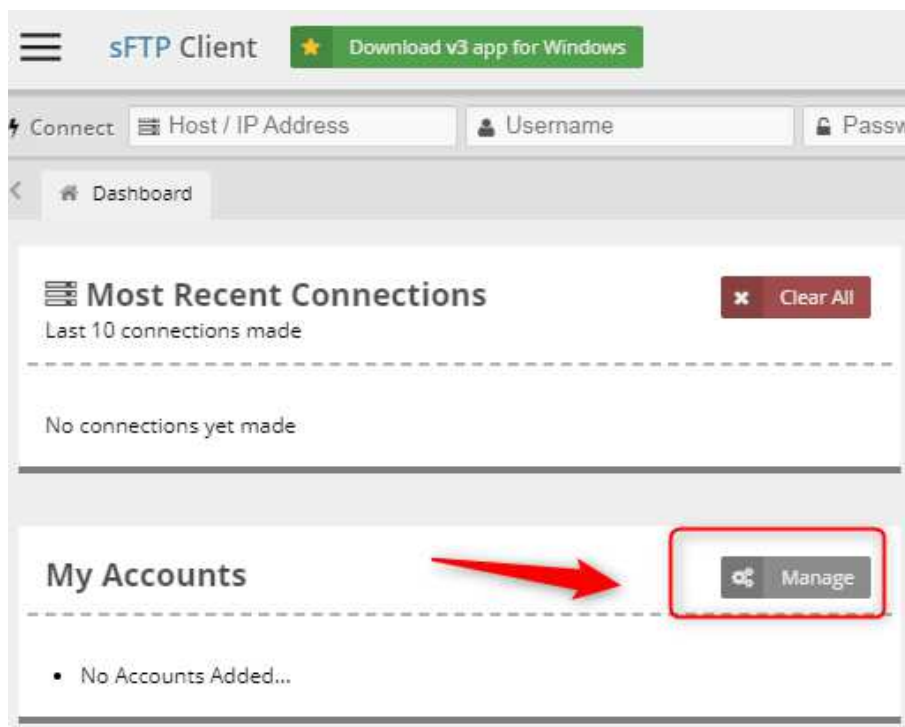
And you will see your sFTP client application. Launch the sFTP application



Click on this option to open the application which is an independent browser window like:



Now You need to configure your first account, so click on the '**Manage**' button:







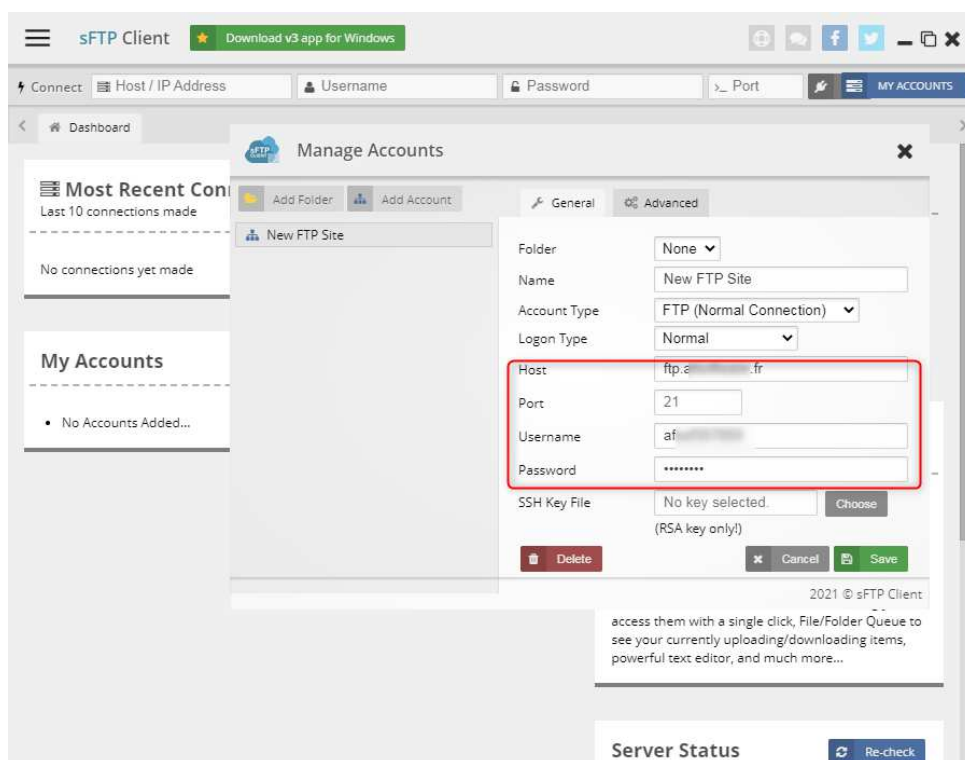
The next Window is displayed. Click on 'Add account' to open the window.

A screenshot of the 'Manage Accounts' dialog box. The dialog has a title bar with a close button. Below the title bar, there are two tabs: 'General' (selected) and 'Advanced'. On the left, there is a list of accounts with 'New FTP Site' selected. On the right, there are input fields for 'Folder' (set to 'None'), 'Name' (set to 'New FTP Site'), 'Account Type' (set to 'FTP (Normal Connection)'), 'Logon Type' (set to 'Normal'), 'Host', 'Port' (set to '21'), 'Username', 'Password', and 'SSH Key File' (set to 'No key selected.'). There is a 'Choose' button next to the SSH Key File field. At the bottom, there are 'Delete', 'Cancel', and 'Save' buttons.

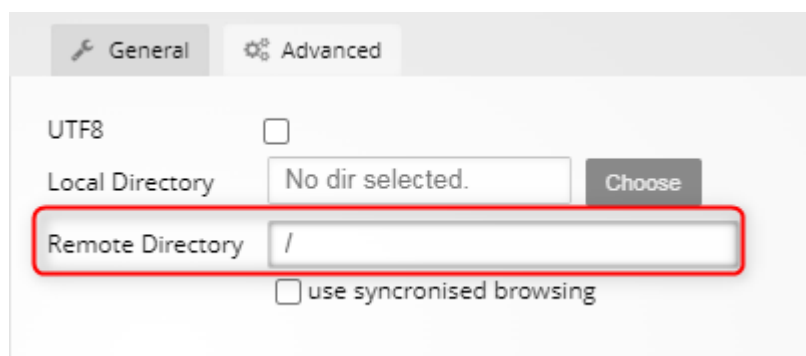
And here you need to provide:

- **Host Name:** URL name of your FTP server (your hosted machine)
- **Username:** Username provides by your hoster
- **Password:** password provides by your hoster

Here put your parameters



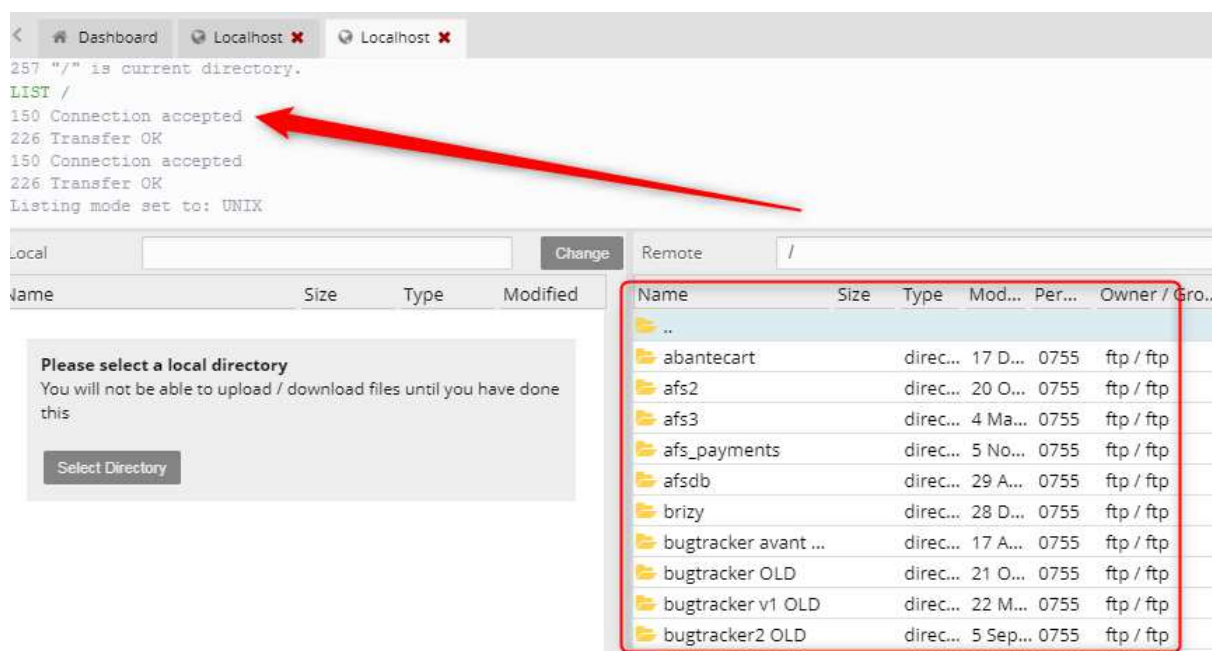
And click on '**Advanced**' tab to configure the remote directory. Here put the remote directory.



This parameter is also provide by your hoster.

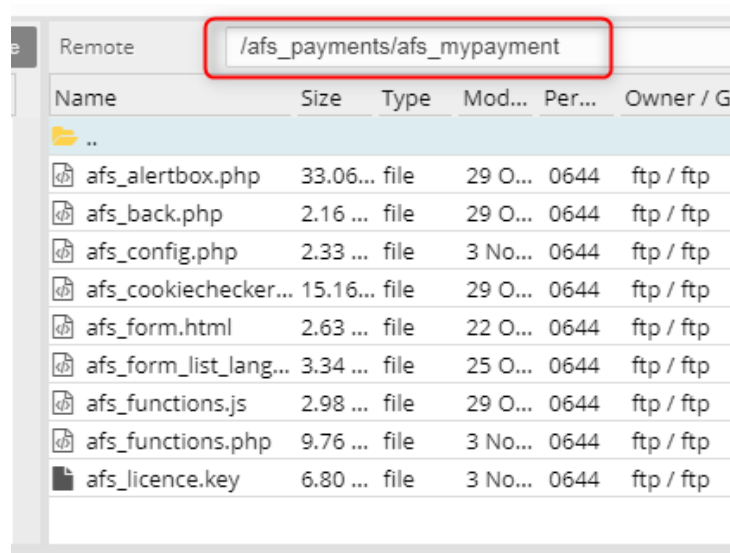
And save your configuration with the '**Save**' button.

Close the window and click on your fresh configuration to establish FTP connection to your server. If the connection is successful, the next window is displayed with all directories/files available remotely.

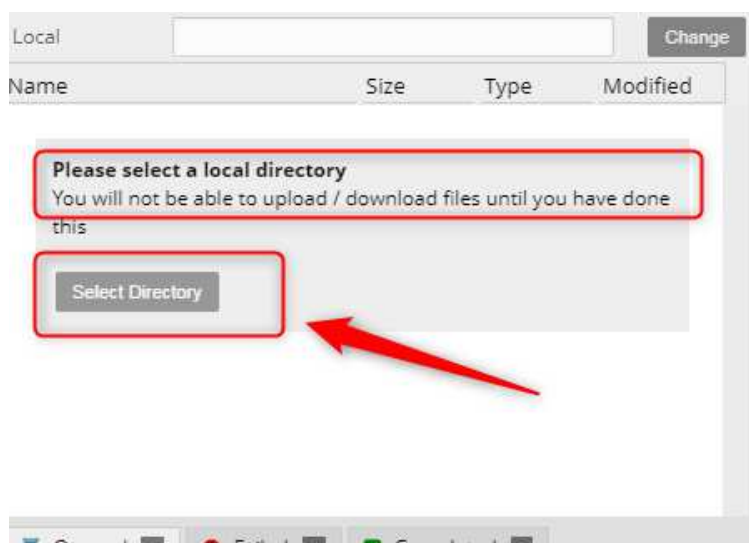


Into the right window, try to find your directory where you want to upload new files/directories

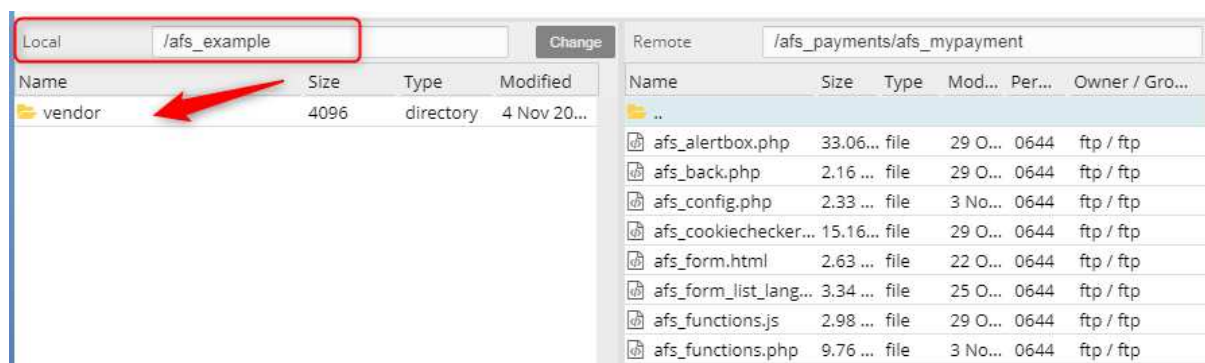
Now the targetted directory is found like below



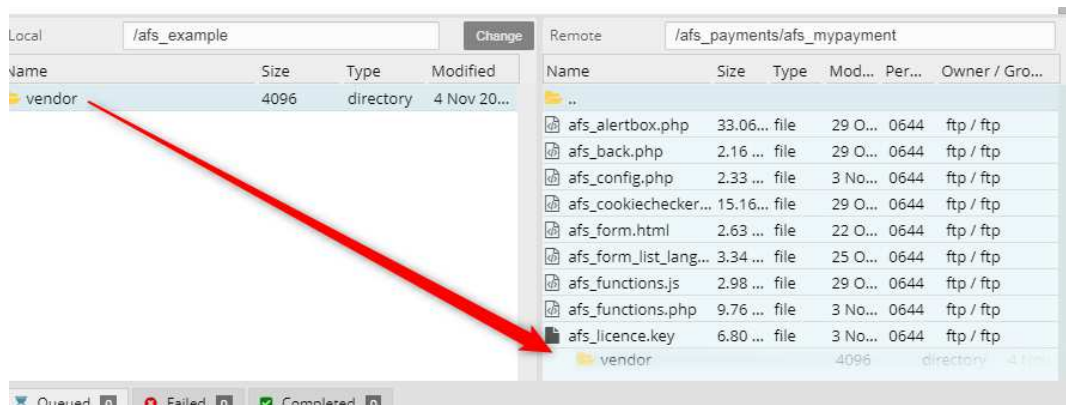
To upload a new directory/subdirectories or files into this selected directory, you need to find the files to transfer into the left window, so click on the '**Select Directory**' button



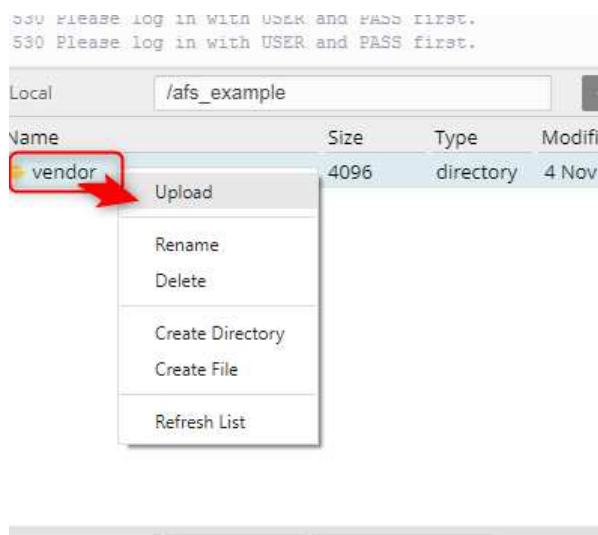
OK, the local directory is found where the subdirectory needs to be transferred to the hosted machine.



To upload our directory and his content, you can do a **drag & drop** from the left window to the right window.



Also a right click on the directory to upload it, is working



And all files/directories are displayed during the transfer.

Queued 41 Failed 0 Completed 5				
Name	Direction	Progress	Size	Status
/afs_example/vendor/composer	Upload		4096	Queued
/afs_example/vendor/compos...	Upload		64.43 kb	Queued
/afs_example/vendor/compos...	Upload		344 b	Queued
/afs_example/vendor/compos...	Upload		281 b	Queued
/afs_example/vendor/compos...	Upload		1008 b	Queued
/afs_example/vendor/compos...	Upload		2.42 kb	Queued
/afs_example/vendor/compos...	Upload		73.16 kb	Queued
/afs_example/vendor/compos...	Upload		13.16 kb	Queued
/afs_example/vendor/compos...	Upload		63.00 kb	Queued

And you can display the status of all files



Queued 317 Failed 0 Completed 41				
Name	Direction	Progress	Size	Status
/afs_example/vendor	Upload	100%	4096	Completed
/afs_example/vendor/autoload...	Upload	100%	178 b	Completed
/afs_example/vendor/bin	Upload	100%	0	Completed
/afs_example/vendor/bin/php...	Upload	100%	354 b	Completed
/afs_example/vendor/bin/php...	Upload	100%	113 b	Completed
/afs_example/vendor/composer	Upload	100%	4096	Completed
/afs_example/vendor/compos...	Upload	100%	64.43 kb	Completed
/afs_example/vendor/compos...	Upload	100%	344 b	Completed

- **Transfer files/directories via Net2FTP browser application**

You can also use this free service to do your FTP transfer:

<https://www.net2ftp.com/>

Usage is very similiary and intuitive to transfer files/directories to your hosted machine.

- **Transfer files/directories via webftp.forpsi browser application**

Another free service to do FTP transfer via browser

<https://webftp.forpsi.hu/index.php>

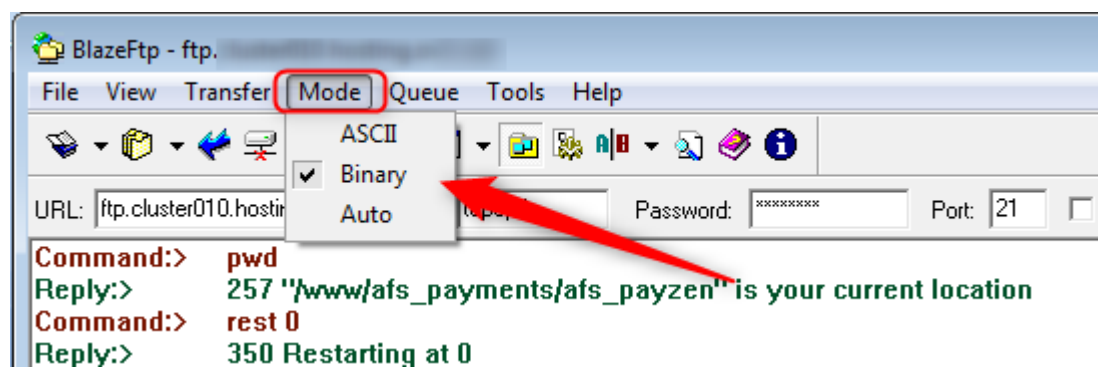
**IMPORTANT:**

Like FTP transfers are not supported any more by browsers, it is possible that our free services described here does not works. So in this case ask to your provider is their offer a webftp service. In fact some webftp application not hosted where your web server is hosted are blocking the traffic for security reasons. And in this case it is not possible to do some FTP transfer between an external webftp application to your provider.

- **Transfer files/directories via standalone Blazeftp client**

If you are using the standalone Blazeftp client (v2.1) to do directly your file transfer, you need to activate the binary mode before to use the application.

By default the mode is on auto mode but the binary mode seems not ok into this mode. So you need to **force the binary** mode here





## 10. How to configure a debug mode ?

All our plugins have a debug mode to help you to understand if something is wrong during the payment.

To activate the debug mode you need to put at 1 the next parameter into your **afs\_config.php** file

**\$AFS\_Debug = '1';**

When this parameter is to 1 during the payment and before to have the bank's page on you screen you will have many information on your screen. Like all payments are different we cannot explain here all debug pages for all plugins !

But the information displayed on the screen are generally retrieved from WSX5 from the custom form configured into the payment. And the debug mode is useful to see / check if you have all information from WSX5 before to go the bank.

Don't forget to put the parameter to 0 when your debugging phase is done !

**Nota:** Some plugins have another file **conf.txt** where a debug parameter can be flagged to 0 or 1. Check the documentation of your plugin.